



**Private and Confidential**

**Proposal for MLAS to deliver support services:**

**Contents:**

1. Summary
2. Administration including typing, diary management and communications (gatekeeping)
3. Finance management
4. IT support
5. Promotion, marketing and additional revenue
6. Chronology and pagination
7. Fees

**1. Summary:**

MLAS is an end-to-end logistical support organisation for medico legal experts. Our objectives are to meet the needs of our experts. For example, growing their practice, maximising efficiency to improve work/life balance or helping experienced experts to grow revenue through mentoring or case sharing.

We achieve these results by a variety of means, bespoke to each expert and run through a robust operational delivery model that splits workload into tiers to avoid overlap, duplication of labour and human error.

**2. Administration:**

The excellent administration service MLAS delivers is made up of many moving parts:

**A. Customer liaison:**

Fielding enquiries and receiving instructions, building and maintaining relationships with instructing parties to ensure that more enquiries convert to instruction.

Confirm all fees in a case up front, including ancillary costs, i.e. Joint Discussion, amendments, telephone conference etc.



Sourcing and promoting new venues for experts e.g. Leeds, Chelmsford, Bristol, Birmingham and other areas across the UK.

**B. General administration and communication**

Manage and field all external correspondence, email, telephone, letter etc.

Collation of all relevant documentation and chase all outstanding records.

Manage secure storage of all documents for future review.

Use the bespoke MLAS management system to track case status in real time.

**C. Diary management and logistics**

Liaise with instructing party and claimant regarding appointments.

Venue and diary management. Organise all meetings relevant to a case, e.g., conference with counsel, joint discussions, trials etc.

Organise and manage travel and accommodation.

Venue management.

Trouble shoot on behalf of experts e.g., manage cancellations, change face to face to remote etc.

**D. Report Completion:**

Including all typing in a case (report, supplementary, letters, joint statements etc.) managed within an internal support team. Secure electronic dictation in all formats received.

All completed documentation proofread 3 times. Reports incorporated into experts' bespoke templates.

Report turnaround time of 12 hours (reception time dependent).

Full pagination service managed, dictations and supplementary reports delivered electronically.

**E. Expert Liaison:**

A dedicated administrator is available for constant contact within working hours. They will act as the expert's PA and be the single point of contact for them and between the expert and the instructing parties. They are the expert's gatekeeper, help them to prioritise the workload and oversee the journey of each case.

The administrator remove's the external pressures which will enable the expert to deal with the potential volume uplift without them having to increase the number of hours they commit to medicolegal work.

In essence, all that is expected of the expert is to attend the appointment, undertake the examination, complete the dictation and conduct the final review of the report.

We take care of everything.



### 3. Finance Management:

As part of our service, our accounts team offers a complete service to our experts. This is led by our Finance Director and our Finance Operations Manager. We will invoice and chase monies on your behalf and also liaise with your accountants directly to enable smooth management accounting.

We use Xero and recommend our experts do too. This means that the financial management of the expert's practice is seamless between MLAS, the expert and their accountants.

We have robust credit control protocols in place that are linked to the T and Cs of our experts. We would recommend discussing the length of the expert's payment terms to better reflect the payment processes of instructing parties. In particular, the defendant panel as their normal payment run procedures run to 3 months.

Our normal credit control procedures are as follows:

Smaller firms of solicitors

- Send email reminder within 10 days of going overdue
- Telephone call within the next 10 days
- Send letter 1 when goes into > 1 month column
- If no response/explanation and now in Month 2 column, check ok to issue 14 day letter

Larger claimant and defendant solicitors

- Send email reminder with 14 days of going overdue
- Telephone call when goes into >1month column
- If no explanation/response after 14 days send letter 1
- Follow-up within 14 days with a telephone call – discuss with Management next steps is unsuccessful

Medical Reporting Organisations (agencies) (1 month payment runs)

- If missed from next payment run after due date, email to find out explanation as to why missed
- Follow this up with telephone call if no explanation received within 14 days
- If missed from next payment issue letter 1
- Follow-up within 14 days with a telephone call – discuss with Management next steps if unsuccessful

If we receive communication from the instructing party with an explanation and specific timing for payment, we will ensure this is diarised, send a reminder and call to pre-empt payment. If there is a query from the payer (i.e. invoice query/problem with payment run, deferment request) we will liaise directly with the expert to obtain their preferred course of action.

If we get to the point where we need to issue a CCJ we will discuss with the expert first and ask if they are happy with us to proceed. We will pay this fee and add onto the invoice.

For the larger defendant solicitors, we will look into each case individually. The defendant panel are usually prompt payers. However, some of their payment systems are "clunky" and so we have



developed deep relationships with their credit teams over the years to ensure the need for escalation is minimal.

#### **4. IT Support:**

We have a dedicated IT Manager and an IT back up service that can help the experts whenever they need it.

Examples would be setting up the experts' IT so that it dovetails exactly with MLAS. Ensuring all methods and platforms for remote communication are available to the expert.

Main areas of support are as follows:

- MLAS account creation - (email, office 365 account);
- SharePoint site creation – expert dedicated portal for your cases which can be accessed 24/7;
- Microsoft teams channel creation – expert own teams' site under each expert MLAS address;

Troubleshooting including:

- Teams issues;
- SharePoint issues;
- OneDrive sync issues;
- Outlook issues;
- Virtual appointment issues;
- Contacting patients if they have Teams issues;
- Applying office account to mobiles;
- Accessing missing files / data;
- Password reset requests;
- General IT enquiries.

#### **5. Promotion, Marketing and additional revenue:**

We understand that you already have established medicolegal practice, we are confident that we can facilitate further growth of your business.

MLAS will market and promote you so that more work is offered to them. We use a number of methods for this including:



- Dedicated sales and marketing support;
- Digital marketing (LinkedIn, Twitter, promotional emails to our database of hundreds of solicitors);
- Training and education for instructing parties;
- Individual experts' clinical area strategies with larger defendant panel firms, such as DAC Beachcroft and DWF.

Another method we use is to increase the number of venues and therefore the geography that our experts work from, which is a key criterion for instructing parties.

We will also be able to incrementally increase your fee base, holding different T and Cs with different customers to maximise revenue from each report and other fee bearing work you engage in.

## **6. Chronology and Pagination:**

This service will improve the efficiency for you. The chronology and pagination service is managed electronically. We will be able to modify our current operational structure to suit your needs.

Ultimately you will receive three documents, an index, a full paginated PDF document in chronological order and if required, a full review of records, including correspondence between clinicians, GP and hospital specific. This will increase the efficiency significantly as it has with other experts who have used it to dramatically improve the flow of work.

## **7. Fees:**

For all core services we provide to our experts we receive a fee of 25% of all chargeable revenue.

Chronology and pagination is the only service that is not included in that fee base, although we are able to offset the cost of that in each report fee to instructing parties.

The service we offer is proven, second to none in terms of the quality we give and is value for money, especially when taking in to account the growth we are able to bring to existing practice.

We are very keen to work with you and would therefore look to shape the service offering to your individual needs.



We have a number of options available:

- The full MLAS “end to end” service would be 25% + VAT.
- For the stand-alone typing service and proofreading it would be £1.50 per dictation minute.
- For the referral fee, ongoing marketing via website, LinkedIn, mailchimp promotion to over >500 Claimant and Defendant Instructing Parties (solicitors). Addition to >60 Medical Reporting Agency Panels and full registration on said panels, this would be an upfront fee of £750 + VAT + 10% of the final report fee on the referred case.
- Addition to >60 Medical Reporting Agency Panels, full registration and best agreed payment terms for the expert, this is an upfront fee of £750+ VAT.
- For the typing service and proofreading plus referral fee it would be £1.40 per dictation minute and 10% of the final report fee on the referred case.
- Stand-alone debt recovery, this fee would be 10% + VAT of the recovered debt amount.
- IT support (dependent upon level of support required).

These are not exhaustive options and we can be as agile as you require.

It would be important for us to have a meeting as soon as possible to discuss this initial proposal, the services, fee base, and any other points that you may have for discussion.